

## Annual Statistical Overview – Complaints Against Police Employees

	2013	2012	2011	2010	Note
<b>Total Internal Investigations</b>	<b>78</b>	<b>77</b>	<b>105</b>	<b>79</b>	a
<b>Sustained Complaints (All)</b>	<b>52*</b>	<b>52</b>	<b>78</b>	<b>47</b>	b
<b>Formal Citizen Complaints</b>	<b>18</b>	<b>25</b>	<b>31</b>	<b>28</b>	c
<b>Sustained - Conduct Toward Citizens, etc.</b>	<b>7*</b>	<b>5</b>	<b>4</b>	<b>4</b>	d
<b>Police Calls for Service</b>	<b>47,920</b>	<b>47,988</b>	<b>50,489</b>	<b>51,182</b>	e
<b>Criminal Arrests Made</b>	<b>4,705</b>	<b>5102</b>	<b>5511</b>	<b>6200</b>	f

Footnotes:

\* - some 2013 cases not complete yet.

a - **Total Investigations** includes all formal investigations and inquiries into the conduct of Police employees, both sworn and non-sworn, and does not include the routine review of the use of force unless a complaint of excessive force is made.

b - **Sustained Complaints (All)** reflects findings of policy violations, not necessarily the original allegations in the case.

c - **Formal Citizen Complaints** reflects the number of complaints brought from persons or groups outside the Police Department.

d - **Sustained - Conduct Toward Citizens, etc.** includes allegations of rudeness, lack of courtesy or treatment of others, excessive force, biased policing, and harassment.

e - **Police Calls for Service** reflects the total number of calls where officers responded.

f - **Criminal Arrests Made** includes adults arrested and juveniles charged with crimes.

For additional information, please contact the Internal Investigations Unit at 703-746-6767.

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